

Notice of References Cited

Application/Control No.

10/614,483

Applicant(s)/Patent Under

Reexamination

AYKIN, TURGUT

Examiner

BRETT FEENEY

Art Unit

3624

Page 1 of 5

U.S. PATENT DOCUMENTS

*	Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
A	US-			
B	US-			
C	US-			
D	US-			
E	US-			
F	US-			
G	US-			
H	US-			
I	US-			
J	US-			
K	US-			
L	US-			
M	US-			

FOREIGN PATENT DOCUMENTS

*	Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
N					
O					
P					
Q					
R					
S					
T					

NON-PATENT DOCUMENTS

*	Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
U	Editors (2003). A Journey Renewed. Call Center magazine. Jan 2003. 16(1): 12-14
V	Mabert VA and Watts CA (1982). A Simulation Analysis of Tour-Shift Construction Procedures. May 1982. 28(5): 520-532.
W	Thompson GM (1995). A Simulated-Annealing Heuristic for Shift Scheduling Using Non-Continuously Available Employees. Computers Ops. Res. 23(3): 275-288.
X	Segal M (1974). The Operator-Scheduling Problem: A Network-Flow Approach. Operations Research. July-Aug 1974. 22(4): 808-823.

*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a))
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.

Notice of References Cited

Application/Control No.

10/614,483

Applicant(s)/Patent Under

Reexamination

AYKIN, TURGUT

Examiner

BRETT FEENEY

Art Unit

3624

Page 2 of 5

U.S. PATENT DOCUMENTS

*	Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
A	US-			
B	US-			
C	US-			
D	US-			
E	US-			
F	US-			
G	US-			
H	US-			
I	US-			
J	US-			
K	US-			
L	US-			
M	US-			

FOREIGN PATENT DOCUMENTS

*	Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
N					
O					
P					
Q					
R					
S					
T					

NON-PATENT DOCUMENTS

*	Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
U	Narasimhan R (1995). An algorithm for single shift scheduling of hierarchical workforce. European Journal of Operational Research. 96: 113-121.
V	Altman E, Gaujal and Hordijk A (2000). Multimodularity, Convexity, and Optimization Properties. Mathematics of Operations Research. 25(2): 324-347.
W	Henderson W and Berry W (1976). Heuristic Methods for Telephone Operator Shift Scheduling: An Experimental Analysis. Management Science. 22(12): 1372-1380.
X	Koole G and Van Der Sluis E (2002). Optimal shift Scheduling with a Global Service Level Constraint. IIE Transactions. 35: 1049-1055.

*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a))
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.

Notice of References Cited

Application/Control No.

10/614,483

Applicant(s)/Patent Under

Reexamination

AYKIN, TURGUT

Examiner

BRETT FEENEY

Art Unit

3624

Page 3 of 5

U.S. PATENT DOCUMENTS

*	Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
A	US-			
B	US-			
C	US-			
D	US-			
E	US-			
F	US-			
G	US-			
H	US-			
I	US-			
J	US-			
K	US-			
L	US-			
M	US-			

FOREIGN PATENT DOCUMENTS

*	Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
N					
O					
P					
Q					
R					
S					
T					

NON-PATENT DOCUMENTS

*	Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
U	Brusco MJ and Johns TR (1996). A Sequential Integer Programming Method for Discontinuous Labor Tour Scheduling. European Journal of Operational Research. 95: 537-548.
V	Dantzig GB (1954). A Comment of Eddie's "Traffic Delays at Toll Booths. Ibid. June 21, 1954. 339-341.
W	Gaballa A and Pearce W (1979). Telephone Sales Manpower Planning at Qantas. The Institute of Management Sciences 1-5.
X	Aykin T (1996). Optimal Shift Scheduling with Multiple Break Windows. Management Science. 42(4): 591-602.

*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a))
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.

Notice of References Cited

Application/Control No.

10/614,483

Applicant(s)/Patent Under

Reexamination

AYKIN, TURGUT

Examiner

BRETT FEENEY

Art Unit

3624

Page 4 of 5

U.S. PATENT DOCUMENTS

*	Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
A	US-			
B	US-			
C	US-			
D	US-			
E	US-			
F	US-			
G	US-			
H	US-			
I	US-			
J	US-			
K	US-			
L	US-			
M	US-			

FOREIGN PATENT DOCUMENTS

*	Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
N					
O					
P					
Q					
R					
S					
T					

NON-PATENT DOCUMENTS

*	Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
U	Aykin T (1998). A comparative evaluation of modeling approaches to the labor shift scheduling problem. European journal of Operation Research 125: 381-397.
V	Aykin T (1998). A composite branch and cut algorithm for optimal shift scheduling with multiple breaks and break windows. Operations Research Society. 49: 603-615.
W	Bechtold SE and Jacobs LW (1990). The Institute of Management Sciences. 1339-1351.
X	Baily J (1985). Integrated Days Off and Shift Personnel Scheduling. Comput. and Indus. Engng 9(4): 395-404.

*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a))
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.

Notice of References Cited

Application/Control No.

10/614,483

Applicant(s)/Patent Under

Reexamination

AYKIN, TURGUT

Examiner

BRETT FEENEY

Art Unit

3624

Page 5 of 5

U.S. PATENT DOCUMENTS

*	Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
A	US-			
B	US-			
C	US-			
D	US-			
E	US-			
F	US-			
G	US-			
H	US-			
I	US-			
J	US-			
K	US-			
L	US-			
M	US-			

FOREIGN PATENT DOCUMENTS

*	Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
N					
O					
P					
Q					
R					
S					
T					

NON-PATENT DOCUMENTS

*	Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
U	Jarrah AI, Bard FJ and deSilva AH (1994). Solving Large-scale Tour Scheduling Problems. Management Science. 40(9): 1124-1144.
V	
W	
X	

*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a))
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.